



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

MCC Telephony of Illinois, Inc.
for quarter ending December 31, 2008

Out of Service More Than 24 Hours	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24 - 48 hours	0	0	0	0
C. Number of credits issued for repairs - 48 - 72 hours	0	0	0	0
D. Number of credits issued for repairs - 72 - 96 hours	0	0	0	0
E. Number of credits issued for repairs - 96 - 120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$25.00	\$23.00	\$297.00	\$345.00
B. Number of installations after 5 business days	3	3	49	55
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	3	3
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	3	3	52	58

Missed Appointments	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$6,100.00	\$5,050.00	\$2,350.00	\$13,500.00
B. Number of customers receiving credits	122	101	47	270
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments

Credits listed in section c (bottom section) include credits given to foster a positive relationship between company and customer, even when company met the IL requirement for install or repair (top section, lines E and F).